Kansas
Eligibility Enforcement System (KEES)

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KEES Future Phase Schedule Adjustment

Project adjustment increases State's capacity, addresses federal health care law

The Kansas Eligibility Enforcement System (KEES) project team successfully met its Phase I objectives, and everyone remains confident and committed to maintaining this momentum throughout the design and implementation of Phase II (October 2013) and Phase III (May 2014).

To ensure project success, a necessary schedule adjustment has been made to increase the capacity of the KEES project and focus all staff resources to meet the Federal requirements for medical eligibility in October 2013. Once the October implementation has been completed, this capacity will be used to ensure that DCF, KDHE and Kansas achieve a successful implementation of the Human Services functions with the implementation of Phase III in

May 2014.

The schedule for Phases II and III has been finalized by the KEES Steering Committee. The committee's schedule adjustment is based on new and proposed rules of the federal health care law (Affordable Care Act or ACA), which significantly compressed the timeline for Kansas' new Medicaid eligibility system.

Because the law doesn't require that the DCF eligibility system be functional by October 2013, the State is concentrating on the requirements of the federal health care law and making adjustments to the design work where needed. This adjustment allows for sufficient resources to be

Pieces of Training: WBT, ILT, Job Aides

Training is one of those puzzle pieces that is made up of several smaller pieces that coordinate for a successful training experience. In preparation for Phase 2 KEES in October 2013, training will use the following pieces to deliver the information you need to know for KEES and provide tools to help you retain that knowledge.

KEES training will be a combination of web-based training, instructor-led training, instructor supported web-based training, job aides (desk aids) / FAQs / coaching guides, and a practice KEES environment called a 'sandbox'. Each piece will stand on its own but will complement and enhance the pieces that have come before to provide a comprehensive learning experience.

Web-based Training (WBT): Courses that are less complex, with routine business processes, and provide the benefit of "self-

paced" learning will be delivered through WBT.

Instructor-led Training (ILT): These courses will be used for functional skills related to business processes that are less routine or more complex. Sessions will consist of 1-3 trainers/facilitators and up to 20 students, and allow the benefits of interactive instruction.

Instructor Supported Wed-based Training: The WBT will be completed by the student in a setting where an instructor and/or facilitator are available to provide assistance and guidance as needed. These sessions may be facilitated in person, via webinar, or additional electronic solution. Sessions will consist of 1-3 trainers/facilitators and approximately 20 students.

Job Aids / FAQs / Coaching Guides: These tools will be used as a quick reference to provide guidance through complete business functions within KEES. These documents will be tailored for specific functions and / or situations.

KEES Sandbox Environment: As applicable, training activities and scenarios are practiced in a setting that mirrors the 'real world'. This provides the opportunity to practice in a risk-free environment.

Regardless of the topic, training does not end in the classroom. Post-implementation support (after the launch of KEES Phase 2) will provide informal training opportunities to share and enhance day-to-day learning. The outcomes of those opportunities will also be shared across the KEES community as together we deliver services through KEES to all Kansans.

KEES At-A-Glance: ECM, Task Inventory, and Contact Log

There are several key components necessary for the successful delivery of medical benefits and human services to consumers. How information is received, how work is assigned, and how work is completed are important in helping Kansas consumers receive the assistance they need in a timely manner. Three crucial tools in KEES support those processes and allow KDHE and DCF staff to receive and process applications efficiently: Enterprise Content Management, Task Inventory, and the Contact Log.

Enterprise Content Management (ECM) provides several benefits that lead to a productive work environment. ECM, sometimes referred to as document imaging, enables quick and easy electronic access to case documentation previously only available on paper. ImageNow is the software that KEES uses to capture and store documents and ImageNow has successfully captured and stored documents at the Clearinghouse since 2010. In 2011, DCF implemented a temporary imaging solution and migrated to electronic access to case information with the use of OneNote. KEES, with ImageNow, will further enhance imaging capabilities for DCF and the Clearinghouse.

The ImageNow tool will act across program case files, allowing users to view case and person specific documents across programs within KEES. For example, KDHE medical staff will be able to view verifica-

Screenshot of KEES Contact Log Functionality

tions collected on a DCF social service program, and DCF staff will be able to view verifications collected for a KDHE medical program. KEES will also help streamline the process for receiving paper documents and linking them to a case. Documents sent from KEES to be returned by the consumer will contain a barcode. Scanning the barcode on a document, such as a review, will link the document to its corresponding case, and can also generate a task for a worker to complete.

Staff can view a list, or "queue", of generated tasks grouped according to the type of work to be completed on the Task Inven-

tory page within KEES. This page sorts and filters tasks based on team worker assignment and allows for the claiming of tasks for processing

The Contact Log is used to capture and track the contact of a consumer with the Clearinghouse or DCF staff. Two examples of Consumer contact are by phone or in person. This page in KEES captures the contact information and provides staff with the ability to view past contacts associated to a consumer or case. Additionally, an entry on the Contact Log may also initiate a task based on the reason the consumer contacted the agency.

Human Service Functions set for Phase III - May 2014

concentrated around the design, testing and training to achieve the Phase II implementation.

Resetting the schedule for KEES increases the State's capacity to discover system defects and remediate any issues before Phase II and Phase III implementation. With this realignment, we're reducing the risk and complexity around conversion of data, and we're able to better target our training. In the end, the restructured project schedule allows the State to meet federal require-

ments under ACA, and provide a means to more efficiently and effectively deliver the services. Ultimately, this allows the State of Kansas to go live with superior products. The project staffing structure is actively being adjusted to meet the requirements. The resources for DCF programs will continue working with the medical program resources on the concentrated effort to complete Phase II on time, on budget and on function. After October 2013, the medical program resources will remain on the KEES project and support the DCF resources to successfully design and test the

system for Phase III components. This strategy applies to the training initiatives as well; both agencies will work together to ensure that a well trained workforce is prepared to go live with medical eligibility in October 2013 and an equally prepared workforce is ready to go live with human services eligibility in May 2014. We remain confident that we have the right staff in place to accomplish the work that lies ahead.

Speaking the Language of KEES: ECM, Task Inventory, Contact Log

Test your knowledge of KEES concepts by completing the crossword puzzle

KEES Key Terms:

Across

1. Provides the ability to import a document, such as a Microsoft Office document or email, into ImageNow without printing and scanning first.

3. A series of tasks grouped according to the type of work to be completed.

7. KEES tool used to capture contacts made with a consumer such as phone calls and office walk-ins.

Down

2. A formalized means of organizing and storing documents related to DCF and Medical programs; also known as imaging.

4. Software that will be utilized to capture and store electronic images.

5. How to categorize images.

6. Created in KEES to capture and assign the need for a specific action on a case.

8. Used to sort and filter tasks based on worker assignments and to claim tasks to work.

Word Bank:

Task

Index

Queue

ImageNow

Contact Log
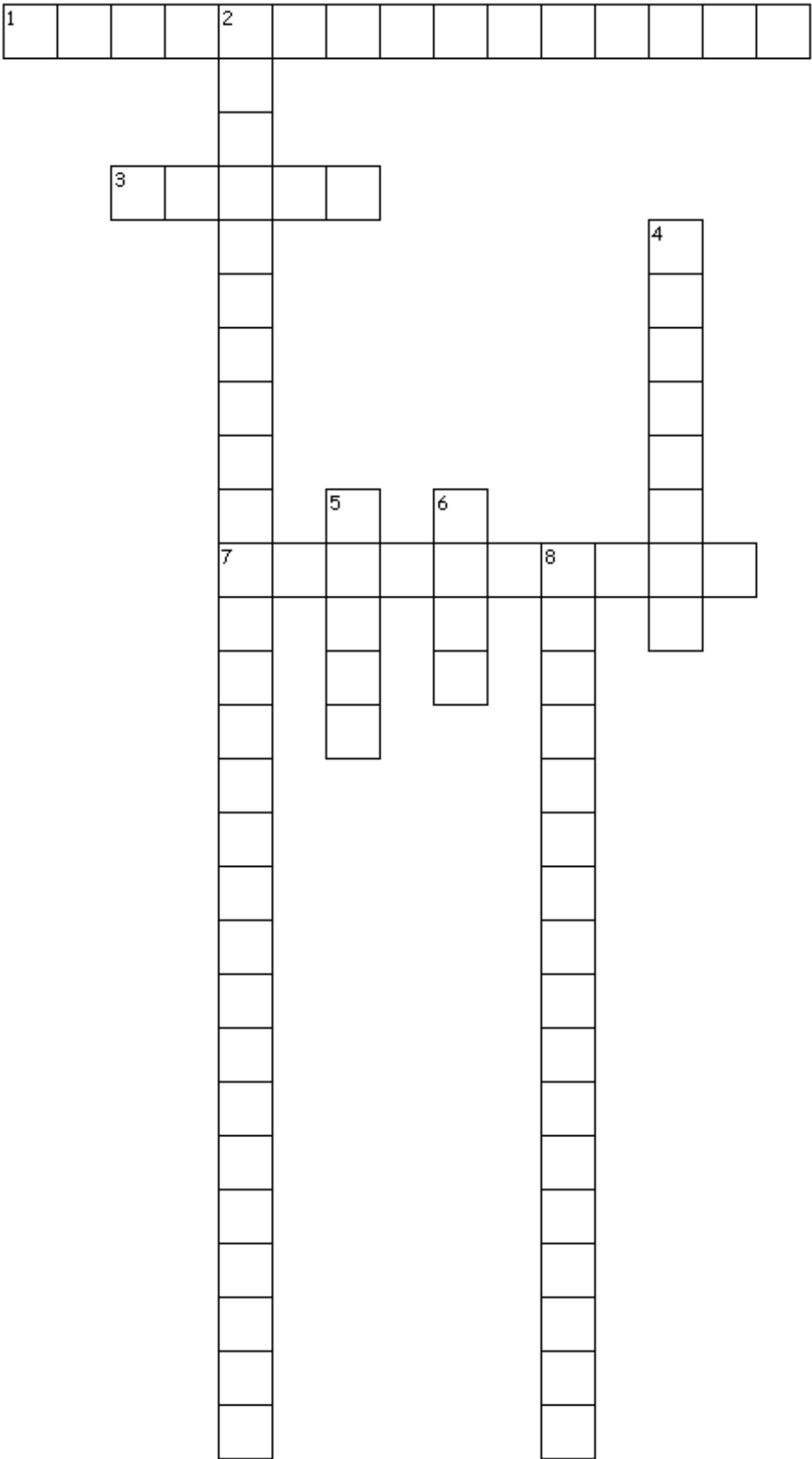
KEES Spotlight: Local Resource Liaisons in Action

Statewide, LRLs have created bulletin boards to make KEES more visible to staff, provide weekly KEES highlights, and present other material to pique the interest of staff.   Check out the LRLs in action displaying their KEES bulletin boards.

David Siebert, Wichita Region LRL
Wichita Service Center

Julette Hutson, Wichita Region LRL
Winfield Service Center

Misty Heiser, Wichita Region LRL
Wichita Service Center

Jodi Kirk, East Region LRL
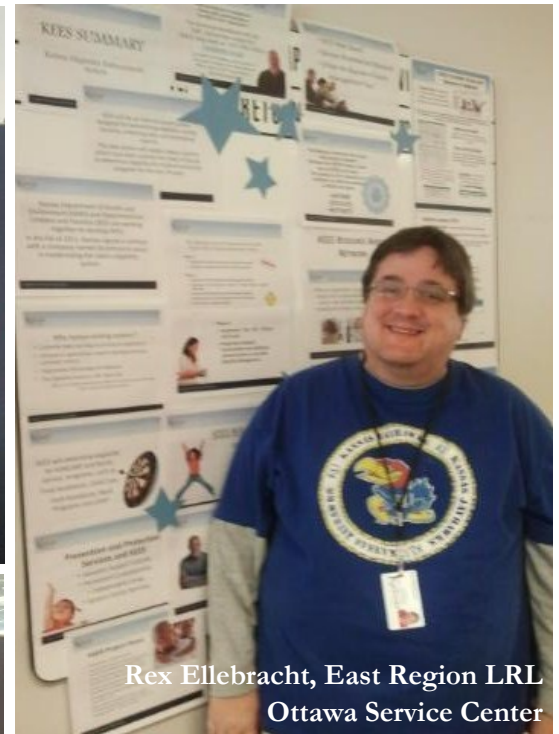**Topeka Service Center**

West Region
Liberal Service Center

Sherri Hurlburt, Wichita Region LRL
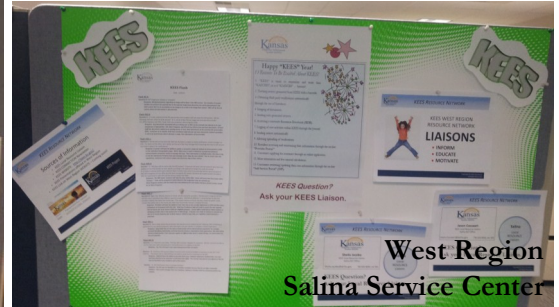**El Dorado Service Center**
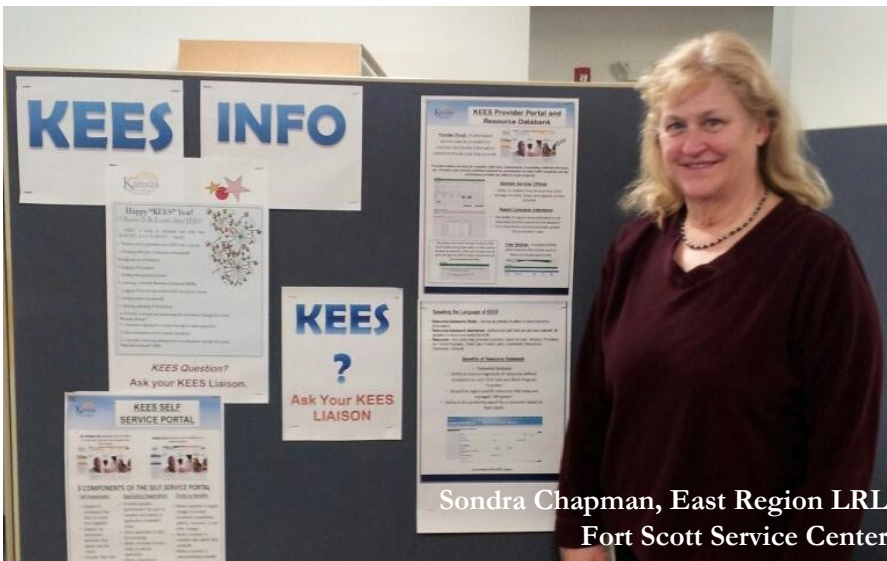
Sondra Chapman, East Region LRL
Fort Scott Service Center

Rex Ellebracht, East Region LRL
Ottawa Service Center

Dani Guillen, East Region LRL
Topeka Service Center

West Region
Salina Service Center

Resource Network: West Region LRLs named

Brenda Schumacher

The West Region, represented by Regional Resource Agent Brenda Schumacher, has selected their Local Resource Liaisons (LRL) as identified below.

West Region LRLs:

Pat Baalman (Colby); Eddie Brooks (Emporia); Robyn Connors (Junction City); Julie Corpening (Hutchinson); Jason Cossaart (Salina); Liz Deatherage (McPherson); Sheila Jacobo (Salina); Barb Lauer (Manhattan); Lindsay Lewis (Great Bend); Cindy Lozar (Liberal) Linda Michelstetter (Hutchinson); Menesis Navarro (Garden City); Michelle Nonhoff (Hays); Ralph Noriega (Newton); Misty Powers (Phillipsburg); Meghan Shafer (Colby); Becki Travis (Concordia); Edith VonFeldt (Manhattan); Andy West (Dodge City & Greensburg); Debra Raymer (Goodland).

Liaisons are chosen by DCF service center leadership and represent different programs and roles, thereby providing a variety of knowledge and expertise. LRLs partner with the Regional Resource Agents (RRA) to share KEES information, and capture feedback, at the local level. One of the main objectives of the KEES Resource Network is to promote and spark interest in KEES and the LRLs are fundamental in meeting that objective.